

**Temporary Assistance Specialist 1 OR  
Temporary Assistance Specialist Trainee 1 OR  
Temporary Assistance Specialist Trainee 2**

**Announcement Posted:**

07/05/23

**Responses must be hand delivered or postmarked by:**

07/15/23

**Salary Range:**

\$61,270 to \$77,912 (Temporary Assistance Specialist 1); **OR**  
\$46,529 (Temporary Assistance Specialist Trainee 1); **OR**  
\$49,202 (Temporary Assistance Specialist Trainee 2)

**Location:**

Employment and Income Support Programs  
40 North Pearl Street  
Albany, NY 12243

**Grade:**

18/NS

**# of Positions:**

2

**Candidates Must Meet the Following Qualifications:**

**Temporary Assistance Specialist 1 (SG-18):**

Eligible for a lateral transfer or eligible for a 70.1 transfer by having one year of permanent competitive service in an appropriate title;

View a complete listing of [70.1 transferable titles](#); **OR**

**Temporary Assistance Specialist Trainee 1 (NS=SG-13):**

Eligible for a lateral transfer or eligible for a 70.1 transfer by having one year of permanent competitive service in an appropriate title;

View a complete listing of [70.1 transferable titles](#); **OR**

**Temporary Assistance Specialist Trainee 2 (NS=SG-14):**

Eligible for a lateral transfer or eligible for a 70.1 transfer by having one year of permanent competitive service in an appropriate title;

View a complete listing of [70.1 transferable titles](#); **OR**

Reachable on the appropriate eligible list in Albany.

## **Duties of Position:**

These Temporary Assistance Specialist 1 positions are located in the State Supplement Program (SSP) in the Policy and Operations areas, within Employment and Income Support Programs (EISP). The duties will include, but are not limited to the following:

- Preparing written Fair Hearing (FH) summaries to defend SSP's position in fair hearings. This activity requires strong case analysis skills as well as writing skills;
- Responding to requests for rescheduled cases and be prepared to explain necessary changes to subordinate staff;
- Reviewing Fair hearing decisions and verifying accuracy using COLD. Making periodic reports regarding these decisions. Notifying supervision of reversals received;
- Preparing written manual notices as needed;
- Taking point in the unit's yearly COLA process including mathematic calculations, outreach, and preparation of written materials;
- Performing analysis of fair hearing and aid to continue trends and suggest improvements;
- Assisting in the continued development of the State Supplement Program (SSP) to support all SSP operational needs;
- Establishing and maintaining procedures to provide friendly and efficient customer service, as well as accurate case information and public benefit issuances;
- Supervising the daily activities of clerical support staff and clerical supervisors to ensure all tasks are completed accurately and communicate any updates and/or issues impacting any performance benchmarks to the unit manager. This includes daily monitoring, training, time and attendance etc;
- Handling escalated customer service and case processing questions;
- Working with representatives from local, state, federal, and private agencies that serve the SSI/SSP population;
- Serving as an OTDA SSP representative attending meetings to exchange SSP relevant information; and
- Creating and reviewing reports to monitor work performance using Cognos, SFS, Excel, SSP System, Verizon, and WMS.

## **Conditions of Employment:**

Full-time permanent appointments will be made. If certified by Civil Service, mandatory reemployment list candidates must be considered first for appointment to this title.

## **Remarks:**

- **Candidates should reference posting 23-146 when submitting your application.**
- **If submitting electronically, please reference posting 23-146 as part of your subject line.**
- **If you are interested in applying to this position, please visit [how to apply](#) for applicant instructions.**
- **This position meets the criteria for appointment under 55-b and 55-c of Civil Service Law.**

- **Veterans may be entitled to additional compensation if this position is filled via a traineeship. Applicants should identify themselves as a Veteran if this applies to you.**